



# ANC Branch Manual 2010

*Part 3 of 3 parts*

## **SECTION 3: WORKING IN THE COMMUNITY**

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2. Outreach work with your community
3. Helping people with their problems
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## **SECTION 3: WORKING IN THE COMMUNITY**

This section concentrates on the work branches should be doing in the community. It covers the following:

1. Understanding your constituency and doing a community profile
2. Outreach work with your constituency
  - Meetings and direct contact with voters
  - Outreach to sectors
  - Networking
3. Helping people with their problems
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### **3.1. Understanding your constituency and doing a community profile**

Branches can only be successful if they understand the communities and the people they have to organise. You can only be effective if you go to the people you want to organise, learn from them, understand their conditions and work for change at a pace that they can accept.

You probably think that you know your constituency well and have many opinions about what people see as their problems and what their attitudes are. Remember that leaders and activists often see the world differently from ordinary people. It is very important that you do research to really find out what people see as their problems, how they see solutions and what their attitudes are to change.

## **Key things you should find out**

There are many ways to do a community profile. It is best to write down everything you find out and to update it regularly. Try to stick to the headings below or develop your own format -there is an example of a community profile form at the end of the list.-A community profile should be a branch resource and the BEC should always look at it before planning programmes or campaigns for the year. It will help you to make sure you address the correct issues in your area.

Here is a broad list of the types of things you may want to know. It is divided into three:

- The people in your ward and the problems they experience
- What exists in the ward - the physical environment
- Community life - what else is happening in the community

### **1. The people in your ward and the problems they experience**

Use meetings, interviews and official sources to find out as much as you can about:

- People's practical needs and problems - concentrate on issues like housing, water, electricity, roads, transport, health services, education, social grants, child care and facilities.
- Issues that worry or concern them - these could be things like crime, violence, youth and HIV/AIDS, etc.
- Their hopes for the future - what changes do they long for and what basic improvements do they want in the area.
- Their attitudes towards, and opinions about plans and proposals from government, especially local government.
- Facts and figures about age groups, gender, employment status and income

### **2. What exists in the ward - the physical environment**

Make a list of what exists, what the problems are and what is planned for the future. Look at things like:

- Types of housing
- Basic services like water, sanitation and electricity
- Schools
- Roads
- Health services: hospitals, clinics, ambulance

- Firefighting services
- Police services
- Postal and telecommunication services
- Sport, parks and other recreational facilities
- Municipal facilities (paypoints and service centres)
- Shops, Markets and Banking Facilities
- Factories and other places of employment
- Places of Worship
- Community Halls
- Transport services

### **3. Community Life - What else is happening in the Community**

Make a list of all the organisations you can think of. Ask any organisations you meet to give you contact details for others they know of. Use the form at the end of the community profile to capture the details. Think of the following:

- Political Organisations
- School Governing Bodies
- Community Policing Forum
- Civic Organisations
- Religious organisations
- Youth organisations
- Women's organisations
- Business organisations -including taxi associations, hawkers' organisations, etc.
- Burial societies, stokvels and other credit and saving organisations
- MP or MPL constituency offices
- Traditional leaders
- Traditional healers
- Sport and cultural clubs
- Shebeens and other social spots
- Gangs, crime, taxi rivalries and loan sharks

Use the community profile form and the sectoral sheet on the next few pages to capture some of the information.

## COMMUNITY PROFILE

<b>1. People</b>	
(Get estimates from councillor clinic statistics)	
How many people live in your area:	
How many of those are women/girls ____	men/boys ____
How many people are under 18 ____	over 65 ____
How many of over 65's are women ____	and men ____

<b>2. Facilities</b>		
<b>How many of the following are there and what are the main problems?</b>		
	<b>Number</b>	<b>Problems</b>
Primary schools	_____	_____
High schools	_____	_____
Crèches	_____	_____
Clinics	_____	_____
Sports Fields	_____	_____
Community Halls	_____	_____

<b>How far from where most people live are the nearest: Problems</b>		
	<b>Distance</b>	<b>Problems</b>
Police station	_____	_____
Post office	_____	_____
Clinic	_____	_____
Hospital	_____	_____
Fire brigade	_____	_____
Shops	_____	_____
Bank	_____	_____
Public phone	_____	_____
Magistrate's court	_____	_____
Pension pay point	_____	_____
Other	_____	_____

<b>3. Work</b>		
<b>What % of adults are unemployed:</b>	<b>Men _</b>	<b>Women _</b>
<b>What kind of work do most women do?</b> Write all the most common things, the problems there are and the estimated pay for that kind of job and how many women do that type of work. At the bottom of this section is an example of how to fill it in.		

Type of work	Problems	Pay	How many
1			
2			
3			
4			
5			
EXAMPLE: Domestic worker	Bad pay, long hours, no benefits, own children, no buses after 5pm	R500 p/m	33% one third

What kind of work do most men do?			
Type of work	Problems	Pay	How many
1			
2			
3			
4			
5			

<b>4. Water and fuel</b>		
Where do households get water from? - write all the different ways in different parts of your community and the problems:		
<b>Area</b>	<b>Water source</b>	<b>Problems</b>
What to most people use for fuel for cooking? (for example: wood, electricity, paraffin, gas, coal, dung)		
<b>Area</b>	<b>Fuel</b>	<b>Problems</b>

<b>5. Housing</b>		
What kind of houses do people live in? Write the different types in different parts of your community.		
<b>Area</b>	<b>Type of housing</b>	<b>Problems</b>

**6. Transport**

What kind of public transport do most people use and what are the problems?  
(think about the different problems men and women may have)

Type of transport	Problems

**7. Health, welfare, social and legal issues**

What are the most common health problems for:

Girls under 16 _____	Boys under 16 _____
Women over 65 _____	Men over 65 _____
Other women _____	Other men _____

**What are the most common family problems?**


**What are the most common problems about crime and violence?**

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## SECTORAL OUTREACH SHEET

Sector	Name	Key issues	Contact person + Phone number
Political			
Religions			
Schools			
Health			
/Welfare			
Housing			
Business			
Sport			
Cultural			
Other			



## How to collect information about your constituency

Now that we have an understanding of what information you need to understand your ward, we will look at how you go about getting this information. You can get information from official sources, through community meetings or by doing interviews and research yourself.

### Official sources

- Schools and Crèches can provide enrolment figures as well as gender breakdowns
- Hospitals and clinics can provide details of admissions and details of the major health problems facing the community
- The local Police Station can provide crime statistics
- The Municipality can provide details on:
  - Registered voters from the voters roll
  - Plans to develop the area
  - Payment levels for services
  - Backlogs in the provision of services
- If the council has completed its Integrated Development Plan it may be able to provide fairly accurate details on population size, employment status and plans to develop the area.
- You can visit the website of the Municipal Demarcation Board at [www.demarcationboard.org.za](http://www.demarcationboard.org.za). There is a breakdown of information from the last population census for each Local Council Area.
- Check with both non-governmental and government agencies for any studies conducted in the community you work in.
- Ask community development workers, councillors and ward committees in your area for information

### Community meetings

Community meetings can be called to hear the views of people on a particular issue. For example, a meeting of the community could be called to discuss the proposed upgrade of an informal settlement. The meeting can hear the plan of the council and the views of the community.

### Doing your own research

Most people do not attend meetings and if you want to get reliable information on people's needs, attitudes or views, you will have to go to them and ask. When you do research by going door-to-door with a set of questions, it is called a survey. You

do not have to visit everyone, but must see enough people to get a representative sample of the views in the community.

### **3.2. Outreach work with your constituency**

This section deals with:

- o Meetings and direct outreach to people in your areas
- o Outreach to organisations and sectors
- o Networking

Community outreach work means staying in touch and communicating with the people in your area. This work is best done through other organisations since most people belong to churches, clubs, etc. When you stay in touch with organisations in an ongoing way, it is called networking. When you target a sector, for example churches, for outreach work, it is called sectoral outreach.

You should also try to reach people more directly - through pamphlets, information tables, house and street meetings, forums, etc. This is called direct contact.

People should be at the centre of our branch work since the ANC branch and the ward councillor are the face of the ANC in the area. Most people make no difference between ANC and government and see local ANC leaders as representatives of the people. All activities must aim to get to them, hear their concerns, assist with their problems, report and consult on government programmes and to persuade them to vote for us on election day. Personal contact is the best way of keeping our supporters loyal and winning over new support.

Councillors, MPs and MPLs should be used to help communicate our message to the people. People want to meet the leaders who represent them in government and MPs, MPLs and councillors win attract more people to our events.

When you organise an event always think of the following questions:

- How can we reach new groups and not just strong ANC supporters?
- Will the event give us good publicity or directly reach lots of people?

On the next pages we deal with different methods that can be used for events and outreach.

## Meetings and direct outreach to people

In this section we look briefly at:

- Report-back meetings
- Forums/ Izimbizo
- House meetings

There are many different types of public meetings you can organise. It is important to think about your target group and the funds available before you decide what type to use. The most expensive type is a rally where you need lots of people, transport, a stage and an expensive sound system. Rallies are best for motivating strong ANC supporters - they are not very useful for informing or reporting to people, consulting your community or winning over new support.

If you want to organise a large event like a rally, get support from the region.

The checklist below applies to all public meetings

### CHECK-LIST FOR ALL PUBLIC MEETINGS

- Decide target group
- Decide type of meeting
- Plan programme
- Get venue
- Confirm speakers
- Brief speakers
- Publicise event -posters and publicity
- Organise transport
- Organise sound
- Organise security and marshals
- Organise catering
- Organise decorations
- Organise ANC table
- Pay all accounts

### Report-back meetings

All people in your ward should be invited to regular report-back meetings. If the ward committee in your area is organised and holds regular report-back meetings, you do not have to organise them. The ward councillor should briefly outline the

key council plans and programmes for the area. Officials who can answer questions and describe progress, should also attend the meeting. These meetings should also be a place where people can raise problems and concerns, Take note of all important issues that come up and find a way to report back to the people who raised them, MPs and MPLs should also be involved in report back meetings

### **People's Forums or Izimbizo**

A People's Forum or Imbizo is a method the ANC developed as part of our "Listening Campaign". We first used people's forums in the 1994 elections and Izimbizo are now a part of our ongoing work. They are very effective for people who do not want to come to rallies and listen to long speeches. We should use them even for our strong ANC supporters because they give supporters a chance to talk to the ANC and to see that our MPs/MPLs and councillors are listening to their concerns. It is best to target a specific group or issue with a People's Forum or Imbizo-for example the elderly and pension problems, teachers and education policy. People's Forums can be organised by branches, Local Councillors and Regional or Provincial structures.

### **How to run a People's Forum or Imbizo**

- Target a specific community or group - like nurses
- Get a local leader, councillor or parliamentarian to be there
- Advertise the forum with posters and announcements
- Brief the speaker about the area and the concerns of the people
- Start on time and introduce the people on the platform
- Explain how the forum will work but do not make long speeches
- The speaker can speak for 10 minutes on the issues of concern
- Ask the audience to ask questions or tell us about their problems
- Let the people speak and ask them to be brief. After every ten speakers, let the leaders reply briefly
- At the end the chair could summarise the main points

### **House meetings**

House meetings are best for people who are not strong ANC supporters. It gives us a chance to talk to 20 -30 people in an informal setting. Speeches should be kept very short - the main aim is to have a discussion.

Branches should organise house meetings in one of two ways:

1. Invite a specific target group – e.g. teachers, to attend a meeting at the home of a person they know and trust.
2. Invite all people who have been identified as undecided in a specific area -a street, hostel or village, to the home of someone in the area.

Where possible we should use MPs and MPLs as the main speakers at house meetings. Get help from the Regional office to organise a speaker.

Steps:

1. Find out beforehand who the target group is, what issues concern them and what local problems they experience. Use the request and booking forms.
2. Confirm that the MP/MPL is available
3. If your MP or MPL is not the best person to deal with that target group, make sure another local leader or councillor is there as back-up.
4. Brief the MP/MPL thoroughly and provide them with a map to get to the venue and the names of the hosts.
5. Confirm the meeting with the branch and the MP/MPL on the day it is supposed to take place.

**Fundraising dinners, banquets, parties, etc.**

Fundraising events need a very professional approach - people are paying and must be impressed and entertained enough to want to give us money again. Try to target a specific group of people who share common concerns.

Steps:

1. Decide on a target group and send out attractive invitations with a number and date by when people should reply. If you have a high profile speaker, issue the invitations in their name -ego "President Jacob Zuma invites you to come and meet the ANC parliamentarians and councillors for the Nokeng area."
2. Follow up the invitations with a phone call.
3. Get a decent venue which can accommodate everyone comfortably.
4. Organise catering and drinks, hire the necessary equipment.
5. Invite the press and supply them with the programme -do not make them pay.
6. Get speakers and brief them properly. Organise some entertainment if appropriate. Allow enough time on your programme for people to ask questions and to chat to MP/MPLs and leaders.
7. Decorate the venue and organise ANC information tables.

8. Confirm your speakers on the day of the event and make sure they know how to get there and have the necessary transport. They should be there before the event is meant to start.

## **Meet the people events**

### **Canvassing:**

Canvassing is the door to door work that is the main method we use to stay in touch with our supporters and our communities. It should be part of our ongoing work and should not only be used just before elections. It can be done in two ways:

**Blitzes** -where a big group of canvassers, councillors and some MP/MPLs spend the day going door to door in one area

**Street canvassing** - where each canvasser is given one street to look after and the same person goes door to door until all people are covered. The canvasser identifies the people who need follow-up, the list is given to the councillors and MP/MPLs or advanced canvassers for targeted follow up visits.

Use MP/MPLs and councillors when your branch does canvassing blitzes. High profile politicians should be used very strategically and you should always let the press know.

Elected representatives also help to motivate our own volunteers if they participate in door-to-door work. When they do canvassing they must introduce themselves as ANC MP/MPLs or councillors.

### **Publicity tables**

Publicity tables can be set up at places like shopping centres or taxi ranks. Make sure you have information pamphlets available to hand out. Keep a copy of tile voters roll so that people can check if they are on tile roll and help them to get registered if they are not. If possible organise for councillors, MPs or MPLs to be there to talk to people. They should talk to as many people as possible and must be careful not to get involved in hour-long debates with a single ANC opponent. They should introduce themselves as ANC councillors or MP/MPLs and ask people what problems they experience in the area. They should engage in discussions around solutions and what government is trying to do about the problem.

## **Factory gates and stations**

ANC members should meet voters at places like factory gates and stations where thousands of people pass during the rush hour. They should hand out pamphlets and talk to as many voters as possible.

## **Popular events**

Sport and cultural events attract a lot of people as well as the press. ANC leaders as well as councillors and MP/MPLs should attend things like soccer matches and concerts and use the chance to speak to voters. Set up an ANC publicity table as well.

ANC leaders must attend community events that are important to local people. This can range from funerals and weddings to the opening of a new shopping centre or a school concert.

## **Outreach to organisations and sectors**

Ongoing outreach work is the most important task for branches. You have to stay in touch with what is happening in your community. The branch should actively participate in important meetings and forums that affect development in the community. In many cases it is not easy for the ANC to get direct access to members of organisations and it is better to use the ward councillor - for example to speak to schools or workers at their place of employment.

Here are a few tips for outreach to organisations and sectors:

### **Attending meetings**

The ward councillor and members of the BEC should try to attend all important public, civic, local development forum and community police forum meetings. It is a very visible way of showing interest in the community.

### **Meeting organisations leaders**

Develop a systematic plan to meet all the key people and organisations identified on your contact sheets and to discuss their problems and programmes with them. The ward councillor should also visit government departments and key civil servants to assess their service delivery in the area. Write to them to ask for appointments. Most organisations and civil servants will gladly meet with a ward councillor.

## **Inspections**

Organise site visits for the ward councillor, MECs, MP/MPLs and government officials to inspect problems in the community. These could be things like: school registration day, areas where waste is dumped, support groups for people living with AIDS, clinics, flooded areas, etc,

## **Intervening on local issues and development**

The branch should participate in local campaigns, take local issues up at other levels of government and get involved in solving local problems. Work with other organisations that are already active in the area. It is very important to get involved in local development projects and to use your influence to get things moving.

## **Co-operating with other spheres of government**

Work closely with provincial and national politicians and officials so that you can access other resources to solve local problems. Not all problems are dealt with by local government and you cannot always use the ward councillor.

An example is a local school that has no textbooks -this should be referred to provincial government.

## **Helping welfare and other organisations**

Assist with fundraising events and other activities of welfare and other community organisations. Use the influence of the ward councillor to assist these organisations with access to business people, funders and government support.

## **Targeting a sector**

Use the sheets on organisations in your area to help you target a specific sector for outreach work -for example all high schools, all churches, and specific welfare organisations.

There are different ways to organise work in a sector:

- Use the contact person and ask them to invite a branch leader or the ward councillor to come and address their organisation.
- Write and offer the services of the ward councillor for any events or meetings they would like. (be careful to not make promises you cannot keep)



- Invite leaders to a small meeting with the ANC leaders and the ward councillor to discuss their concerns -for example all religious leaders or school principals.
- Organise a discussion forum on, for example, economic development and invite all traders and hawkers
- Target a sector for work and find out all the events they have planned -make sure branch members attends their events -for example church fete, opening of school hall, etc.

## Networking

Networking means staying in touch with organisations and key individuals who can affect your work or make it easier. Networking can serve many purposes and can help you to:

- Build partnerships with civil society
- Build alliances that will strengthen your work
- Stay in touch with developments in your area
- Get access to information that will help your work
- Influence other organisations to take up and support your issues
- Influence individual decision-makers

## Systematic networking

Networking should be an ongoing and systematic part of your work. It is important to build up a system that can be used for networking. It is best to gather all the names of organisations and individuals, their contact details and their areas of interest. (See form at end of community profile). Then you should divide these lists into categories or topics. For example if you work on housing and crime, set up a separate network contact list for each topic. Here is an example of a system you can use:

### HIV/AIDS Network list

Sector	Organisation/ person name	Issues they deal with	Contact person	Contact details	Network code

Under "sector" you should think about all the different sectors in your community and put in the ones that you should network with on HIV/AIDS - in each sector you will then have to list the relevant organisations or individuals. For example under the health sector you may want to list the clinic, the municipal health committee, the local Red Cross society and local doctors.

**Examples of sectors are:**

Political groups or parties	Unions	Religious
Education	Health	Welfare
Business	Credit clubs	Sport
Burial societies	Service organisations	Cultural

Fill in the third column to record what issues or areas the organisation or person works on. This will help you to network with the right group on the right issue. Networking works best if you have individual contact people you work with in each organisation. This will ensure that faxes, newsletters and other information reaches the right person. It will also help you if you build a relationship with an individual who understands your work and is sympathetic to your issues. Put the contact person's details in the fourth and fifth columns. .

In the last column you should put a code for the kind of networking you do with that contact for example if you should send newsletters to that person, write N, if you should invite them to consultation meetings, write CM, if you can involve them in your campaigns, write C.

Meet with the leaders of these organisations and make sure they are represented on forums and in consultation meetings. Have consultation meetings with their members to discuss their problems and campaigns. When you develop your communication strategy for a campaign, make sure that information goes directly to these organisations.

### **3.3. Helping people with their problems**

Branches can only be effective if they take action on local problems that affect people. It is important for an ANC Branch to be visible in an area and to be seen to be helping people with their daily problems. There are different kinds of local problems that branches can take up:

- Common local problems that many people experience, for example, long queues at pension payouts and poor quality of housing;
- Crises that affect people in a specific area, for example, flooding or storm damage during the rainy season;
- Individual problems, for example, women experiencing difficulty with getting child maintenance.

Each of these types of problems on local issues needs a different kind of approach. In this section we will deal with them one by one.

#### **Common local problems**

Your community profile, outreach work and regular door-to-door work should tell you what the common problems are that people are experiencing. It is very important to take them up in a systematic way and to make sure that the ANC uses its influence and power to improve the lives of people in the area. Here are some of the steps that you should follow when you discover a common problem:

##### **Step 1:**

Find out as much information about it as possible, for example:

- how many people are affected;
- how serious is the problem;
- what is the cause of the problem;
- who has the power to do anything about the issue;
- whose responsibility is it;
- what result would the people who are affected want.

##### **Step 2:**

Once you have done your research, develop a strategy for trying to sort out the problem:

- Discuss it at a BEC or subcommittee meeting and try to look at what exactly needs to be done and who has the power to do it. How are you going to persuade those with the power to take action?
- Which other forces or individuals can you mobilise to support your cause and help you to achieve your goal.

### **Step 3:**

Work out a clear action plan for achieving the above and make sure that everyone knows what their responsibilities and deadlines are.

Many local problems can be addressed by government departments or the local municipality. It is important that we use the access, which we have through our councillors and MPLs, to get swift results for people. If a civil servant, who is responsible for dealing with this problem does not respond and does not deliver we should use our politicians to take the issue further. Often it is enough for a Member of Parliament or a local councillor to phone an official to ask for an explanation to get the ball rolling.

Be careful not to be unrealistic in the promises you make to people and the expectations that you raise. Many of the problems are long-term and addressing them will take a long time. For example, to get a road tarred or a river canalised needs a long process of planning and budget approval before it can be implemented.

### **Crises that affect people in a specific area**

In many poor communities disasters can occur that can affect many people. Examples of these are shack fires, floods, wind damage during storms, food poisoning in a school, etc. As branches we should be in touch with any disasters that happen. It is vital that we send our leadership to investigate immediately and to gather as much information as possible. Where we can mobilise resources to get help to people in need we should do so immediately. We should also use our contacts with the municipality and other levels of government to get the necessary support to people as fast as possible. ANC members should volunteer to assist when people need to be evacuated or need things like emergency food or blankets.

Here are some of the steps you should take:

- Immediately contact the relevant emergency services like ambulance, police, fire brigade<sup>(</sup> and municipal disaster management

- Make sure that the BEC sends someone to investigate as soon as you hear of any disaster.
- Call an emergency BEC or branch meeting if necessary and try and mobilise as many volunteers and resources as you can.
- Make sure that people are deployed into the area to give direct support on the ground.
- Set up an Operations Centre if necessary. This is a central office which can help with the contacting and co-ordination of emergency services, assist people who are homeless, give advice, be a base for food support, etc.

## **Assisting people with individual problems**

Giving people in your community practical advice to help them with problems can play an important role in building your branch. You should be in touch with the daily problems of communities and have the information and resources that can help people to sort out their problems. People may come to your BEC for help with problems like pensions or state grants, evictions, repossessions of property, unfair dismissals or family problems. By helping people with their problems you will win their support and make your branch serve the community.

In South Africa many laws and processes have changed and the constitution and Bill of Rights now guarantee people basic human rights. In poor communities people are still not aware of these rights and branches together with constituency offices and MPs/MPLs can play a very important role in educating people and supporting those with problems to make sure that these rights do not just remain on paper.

There are different ways in which you can help people with problems:

- Giving advice to people who approach the BEC or walk into your office [if your branch has one] with their problems.
- Organising special advice clinics/meetings where an MP/MPL or ward councillor is available to assist people on a specific day each month -like every second Saturday morning, at a specific venue.
- Organising public information or advice meetings on specific issues - for example the rights of domestic workers or applying for child grants. Discuss specific problems with individuals at the end of the meeting.
- Keeping your eyes and ears open for local problems and going to offer people help and advice for example when there is a flood in your area or when you hear of an eviction of a group of farm workers.

It is useful to make advice work the responsibility of one of your BEC members. Try to recruit law students or other volunteers to help.

## **Important things to know about advice work**

Branches should only take on the responsibility to give advice if you are prepared to do a very thorough job. You can easily discredit the ANC by giving people wrong advice and getting them further into trouble. If you have a good advice office or a constituency office in your ward, work closely with them to help you do a professional job. Even if you just give advice to a few people who attend ANC public meetings, you should always treat them like clients and make sure they get the right advice.

Whatever methods you use for advice work here are some important guidelines that you should follow in almost all cases:

- Always keep a clear record of the case -use case forms (see next page) and file them in a proper filing system. Attach all copies of documents, affidavits or statements and information to the case form.
- Immediately help people with the problems you can solve. For the others advise them on what they can do or refer them to someone who can help them.
- If you promise help or follow up, do it quickly and inform the clients of the results as soon as possible.
- Build up a list of people and organisations you can refer clients to.
- Do not make promises or raise expectations if you are not sure you are able to assist people.
- If your branch offers advice it should make sure that some of the BEC members and volunteers are trained and equipped to give the correct advice.

For more information on how to solve specific problems, use the ETU paralegal manual. It is also available free on a website: <http://etu.org.za/> or on a CD Rom. It has chapters on most typical problems poor people experience. Make sure that you have the necessary information and resources before you offer advice to anybody in your community.

# CASE SHEET

## NAME OF PERSON GIVING ADVICE:

Phone number:	Other Contact Phone:
E-mail address:	

### CASE DETAILS:

Case Number:	Surname:
Date:	First Names:
Age:	ID Number:
Address:	
Phone:	Other Contact Phone:

## Description and details of problem

[illegible]

### Advice Given

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**Referred to:**

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**Action taken on behalf of client:**

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Follow up needed	Date follow up done:

**DATE CASE CLOSED:**

**ATTACH ALL RELEVANT STATEMENTS AND DOCUMENTS**



### **3.4. Mobilising around local issues**

Branches should be agents for change in their areas. This means that we must be at the forefront of the struggle to develop and transform our communities. There are many things we can do and in this section look at:

1. Development and poverty alleviation
2. Mobilising against corruption and poor delivery
3. Building partnerships with civil society

#### **Development and poverty alleviation**

The ANC must be at the forefront of local development. Development can be defined as "improving the quality of life of the residents" and it involves improving the environment, facilities, job opportunities and services available. There are many different ways to get involved.

#### **The work of local government**

The municipality is responsible for development work in your area.. Together with other stakeholders like government, business and community organisations, the municipality must develop and Integrated Development Plan [IDP] for the area.. [See the ETU manual on Local Government in South Africa for more details]

An important part of the IDP is public participation and there is scope for branches to get involved and also to mobilise other sectors. We should effectively use all public participation mechanisms to make sure that we push a progressive development agenda and that our constituency is truly consulted and involved in the process. Poor people are targeted for free basic services -in most areas this means a basic amount of free electricity and water every month. We must monitor the work of municipalities on this and ensure that the right people get access to these services.

ANC branches also have a special relationship with the ward councillor [if it is an ANC ward] and branches should have regular discussions with councillors around local development priorities and programmes. This will help to keep the branch informed of municipal developments and will also ensure that the councillor is in touch with the views of the branch on key municipal issues.

## **Monitoring delivery**

Many of the problems people have can be prevented if we effectively monitor service provision and delivery in our areas. People are entitled to many things from their municipalities and from different government departments. For example, schools should be adequately equipped in each area, medication to treat opportunistic infections should be available to all who have HIV/AIDS at local clinics, and child support grants should be available to poor people below a certain income level. Cleansing services should deal with waste and any environmental hazards in residential areas.

As a branch we should always be on the look-out for things that can cause problems in the future. Where services are delivered to the poor we should constantly monitor to ensure that they are up to standard and that they are being given equally and fairly to all people. Where we find problems we should use our political influence to intervene and to make use of the relevant government service delivers more effectively.

We should not be defensive where services are failing but should take an active role in setting it right. The public service is meant to deliver according to the policies and programmes of government and we should be the eyes and ears of government on the ground to see that this happens.

## **Local economic development**

Branches should play an active role in exploring ways of developing the local economy and creating more jobs in the area. Our unique position as ANC branches allows us to relate to the local and district municipalities as well as to provincial and even national government through our structures at other levels. We must use this position to strategise and plan together and to ensure that real development takes place in our area.

Small business development should be encouraged and businesses should be attracted to the area through things like improved infrastructure and public transport.

Government is expanding the community-based public works programme especially for building infrastructure like roads, schools and clinics.

## **Community projects**

There are many community projects that aim to improve the environment or the welfare and quality of life of residents. The ANC should encourage members to get involved in these projects and should actively support projects by helping with fundraising, recruiting volunteers and other support.

We should take the lead in mobilising volunteers to commit time to things like clean-up campaigns, becoming police reservists, volunteering at schools and clinics and providing home-based care.

We should work closely with community development workers in supporting local projects.

## **Grants and poverty alleviation**

Government has a variety of social grants available to poor people. Branches should ensure that people know what they can claim and have effective access to those grants. Some of the grants are listed here. The amounts change each year.

### **Pension**

All men and women over 60 who do not have an income over a certain amount, can get a state pension.

### **Disability grant**

If you are unable to work because of illness and have very little income, you can get a grant that is the same as the state pension, every month. A means test is used to decide if you are poor enough to qualify.

If you need a lot of care and nursing you may be also able to get a small further grant in aid.

### **Foster care grant**

If you are the official foster parent of a child, you can apply for a foster care grant. You have to provide the child with adequate food, medical care, clothing, schooling and shelter.

## **Care dependency grant**

A care dependency grant is meant for children who are ill or disabled and need special care. It can be used for children who are ill with AIDS. Parents or foster parents or anyone who is responsible for looking after the child can apply. You can get a care dependency grant even if you already have a foster grant. It is usually the same as the state pension.

## **Child support grant**

Anyone who is poor and looks after a child up to 15 years old can apply for a child support grant. A means test is used to work out if you are poor enough to qualify for this grant. Child support grants smaller than other grants and usually about 20% of the state pension.

## **Social relief**

Social workers can also give temporary relief for people who are in urgent need of support. Sometimes you can wait for a few months for your grant and the social worker can then give you temporary relief - this will be food or money. It will not be a lot and it will only be given to you for a short time.

## **How to apply for grants**

Go to your nearest Welfare office (Department of Social Development). If there is no office near you, go to the nearest magistrate's court. You will need different papers for different grants. The social worker will give you a list. On your first visit, take your ID book and any other proof you have that may be needed for the application. Here are some examples:

- Your ID document
- Medical certificate
- Proof of income and assets
- Marriage certificate
- Death certificate of parents and birth certificate of children if you are looking after orphans
- Affidavit from birth mother if the children's real parents are still alive - to say why you are taking care of them and that she agrees with you doing that.
- Letter from your employer if you have any income

## **Food and material support**

The government is rolling out a food support programme for impoverished families. It targets very poor families, pensioners, child-headed homes and homes where breadwinners are ill. The Department of Social Development is coordinating this programme and it includes food parcels as well as food growing starter packs.

An important part of poverty relief is clothing and material assistance. Branches can get involved in this kind of work, but it is better to leave it to organisations that specialise in it. Once you start handing out and controlling resources as a branch, you can create divisions and unhappiness. Members may feel that they should get preferential treatment and people who are refused support may blame the ANC. The proper distribution of materials needs good coordination.

Find out what support exists in your area and make sure that you help people in need to access that support.

## **Mobilising against corruption**

Poor people are most vulnerable to corruption, especially corruption in the public service. Where resources are scarce and many people need those resources, corruption can often set in. Here are some examples of the kind of corruption poor people have experienced in some areas:

- Officials accepting bribes to move people up on the housing waiting list
- Officials charging people extra money to grant vehicle licences to un-roadworthy taxies.
- Police officers accepting bribes from criminals to lose their case evidence
- Officials who deal with social grants giving grants to people who do not exist, or charging money to people who are entitled to register.
- Home Affairs officials charging for illegal IDs.

Many local municipalities have had allegations of corruption made against their decision makers for allocating contracts and tenders to specific people. Housing developers and other contractors for local municipalities have often been accused of corruption when they overcharge for their services and do not deliver what was promised.

It is the duty of the ANC branches to watch out for corruption in our midst. This is an evil that we have to root out. We should never be defensive of people who are accused of corruption even if they are ANC officials or politicians. We should always try to get to the bottom of the story and to assist the forces of the criminal justice

system with any investigations being done. Where we ourselves find corruption we should bring it to the attention of the authorities and publicise it if needed.

Corruption is not always direct criminal activity sometimes it is just people who do not do what they are supposed to do and who still take the money for that work. When things like this occur we should mobilise our own ranks and even the community to stand up against officials who do not do their jobs. There is nothing wrong with an ANC branch for example, marching to a magistrate's court to demand that they work properly if work at that court has ground to a standstill. Whilst we should always follow the right channels and take up matters with the correct authorities we should not shy away from directly confronting corrupt officials when this is the best strategy to get results. An example of this kind of actions is where teachers come late for school and leave early. It is in this kind of situation where some mass action by parents may very well add the needed pressure to speed up and improve the teachers' service delivery.

### **Partnerships with civil society**

None of the work dealt with in this section can be done without close co-operation with other organs of civil society. Civil society is generally defined as that sector of society that is organised but is neither government nor business. It includes all community-based organisations, civics, youth and women's organisations, the NGO sector and welfare organisations, churches and other religious formations, sports and cultural clubs and societies.

Whether we are taking up local issues, helping people with their problems or campaigning around local issues or running projects, we have to involve other organisations. It both strengthens our campaigns and projects and it allows us to influence a wider section of the community.

The many problems that face our communities cannot be solved or addressed by government alone. In many cases, we need volunteers and we need to mobilise all available resources to address problems. Civil society is a very strong weapon that we have to use for effective development and transformation.

The manner in which we mobilise and form partnerships with civil society is very important. While many of the members of civil society organisations may be ANC supporters we cannot take this for granted and we should not treat them as if they are all ANC members. The ANC should provide leadership and direction at a local level on the basis of its status and its authority in the area. We cannot assume that we have a right to lead and dominate. We have to earn the right to lead by working in such a way that we make the ANC respected and popular. This means that we

should never act as a gatekeeper to structures, that we should promote openness and participation, that we should be transparent in all our dealings with other organisations and that we should avoid political manipulation and hidden agendas.

Civil society is an important sphere for the ANC to influence. It is not a sphere that we should try to dominate and control Organisations will work with the ANC on a voluntary basis as long as they believe that the ANC is on the right path and that it is providing leadership with integrity.

**Course: Induction**

**24081, ANC Branch Manual, 2010, Part 3 of 3**

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